

# **Exchange Operations Employee Needs Assessment Survey**

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### LaRC EXCHANGE SHOP

1. Do you use the LaRC Exchange Shop? Total responses 757

No (Submit and Continue) 101 responses, 13%

Yes 656 responses, 87%

2. Rate the following Exchange Shop services provided on center based on their importance to you.

#### **Mail Services**

**0**=No Opinion, **1**=Not important at all, **2**=Not important, **3**=Somewhat important, **4**=Important, **5**=Very Important

239/39/51/172/139/119

a.United Parcel Service Average response 3.4, ranking 2

D. Postage Stamps Average Response 3.6, Ranking 1

200/ 25 / 33 /183/ 172/140 359/88/80/119/63/44

C.

Mail Order Services Average response 2.7, Ranking 3

Comments: (Optional)	
No Comments	<u></u>
	v

## **Special Services**

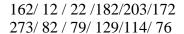
**0**=No Opinion, **1**=Not important at all, **2**=Not important, **3**=Somewhat important, **4**=Important, **5**=Very Important

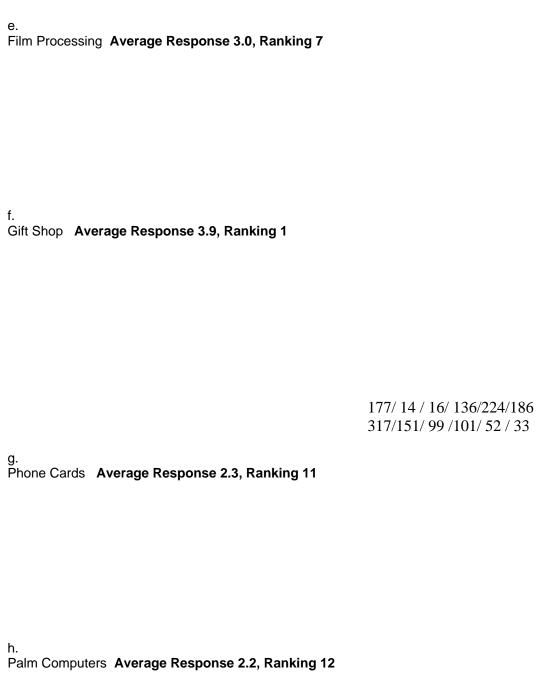
289/91/47/	129 /113/ 84
a. Custom Attire	Average Response 3.1, Ranking 6
b. Date Planners	Average Response 2.5, Ranking 10

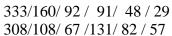
323/135/ 79 / 113/ 56/ 47 281/ 81 / 69 /175 /102/ 45

c.
Flowers Average Response 2.9, Ranking 8

d.
Amusement and Attraction Tickets **Avge. Resp. 3.8, R 2** 







Balloons Average Response 2.8, Ranking 2.8 j.
Sundries (gum, candy, cold remedies, batteries, etc.)
Average Response 3.2, Ranking 4 264/63/53/150/140/83 227/42/42/165/175/102 Greeting Cards Average Response 3.4, Ranking 3

Mission Patches Average Response 3.1, Ranking 5

273/77/51/145/132/75

Comments: (Optional)

Prices to high Bring Back Film Processing Add NASA historical Books More Candy/Snacks

### **Printing and Engraving Services**

 $\mathbf{0}=$ No Opinion,  $\mathbf{1}=$ Not important at all,  $\mathbf{2}=$ Not important,  $\mathbf{3}=$ Somewhat important,  $\mathbf{4}=$ Important,  $\mathbf{5}=$ Very Important  $\mathbf{0}$ 

264/75/42/136/122/114

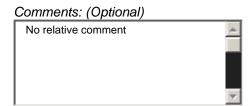
a.

Business Cards Average Response 3.3, Ranked 1

b.
Printing Services Average Response 2.6, Ranked 2

340/111/ 69 / 123/ 72/ 38 345/116/ 77 / 119/ 62/ 34

c.
Personal Engraving Average Response 2.5, Ranked 3



## 3. How do you rate the LaRC Exchange Shop Services overall? 757

No Opinion 110 Responses, 15%
Excellent 144 Responses, 19%
Very Good 311 Responses, 41%
Good 152 Responses, 20%

Fair 32 Responses, 4%

Poor 4 Responses, 1%

Comments: (Optional)

Prices to High on Clothing
Shop small
Lots of merchandise
Service and staff Very Good

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Page Curator: ConITS Development Team
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